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The introductory page for the Southern Ontario Library Service is www.sols.org. From that page, you can move to any other pages created by staff at the Southern Ontario Library Service, as well as to links to resources and professional information.

In this issue:

1. TIMING OF DELIVERY SERVICES SHUTDOWN
 2. INFO UPDATE - VDX STABILITY ISSUES AND PLANS FOR UPGRADE
 3. ONTARIO PUBLIC LIBRARY WEEK CELEBRATIONS 2005
 4. FUNDING OPPORTUNITY
 5. LIBRARY COMMITTEE MEETINGS - *Scheduled for September-October 2005*
 6. TRUSTEE COUNCIL MEETINGS – *Scheduled for October-November 2005*
 7. SOLS TRAINING WORKSHOPS HIGHLIGHTS
 8. SOLS TRAINING WORKSHOPS IN FALL 2005 – *registration now open*
 9. ADDITIONS TO THE WEBSITE
 10. SOLS CEO LISTSERV
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1. DELIVERY SERVICES UPDATES

a) SHUTDOWN CANCELLED

A message was sent by Laurey Gillies to all of the SOLS CEOs via the listserv, as well as to the Delivery Service contact in each library, regarding the cancellation of the planned shutdown. The message was as follows:

"SOLS Board met for its regular meeting on September 10th and a special meeting on September 22nd. Following progress made in discussions with the Ministry of Culture, the Board decided to continue the Interlibrary Loan delivery service uninterrupted this fall. The two one-week shutdowns previously announced for October 3rd and November 14th will not take place. I understand that some libraries for which we provide inter-branch delivery services have

made other arrangements. Mary Jo Lynett, Delivery Supervisor, will contact you directly to determine how you wish to proceed. I apologize for the late notice of this change. Thank you for your understanding in these very difficult circumstances."

b) Update to the delivery schedule for routes J & L

Effective Monday October 3, 2005, delivery adjustments will be made to a few libraries on Routes J and L. The changes are a result of a reduction to Inter-branch delivery service for one of our libraries. The libraries involved have all been notified and the new routes can be seen on the Delivery page of the SOLS website at <http://www.sols.org/resourcesharing/delivery/routes/index.htm>

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2. INFO UPDATE - VDX STABILITY ISSUES AND PLANS FOR UPGRADE

It seems that the VDX system still goes down nearly daily, most often in the afternoon. Once notified, Fretwell-Downing is able to restore the system quickly, however, the situation is still under investigation. Please continue to notify HelpDesk immediately if VDX goes down so that we may promptly notify our vendor and other libraries. Within regular work hours, Monday to Friday, you should find the system available again 10-20 minutes later.

A possible reason for the "downtime" could be system load, and we encourage all VDX users to limit the number of selected targets on any given search to 10 tick marks or less. This has always been the recommendation but we have observed that quite a few libraries have every target selected in a long list. INFO can not be moved to a Grid system (multi service providers with load balancer) until we upgrade to the new version of VDX, version 2.7.

In the meantime, we are scheduling the upgrade to VDX version 2.7 with the vendor for the fall. The typical upgrade implementation schedule is 6-8 weeks. Preparation of configuration requirements and training for SOLS staff on system administration for the new version is beginning now.

If you have any questions, please contact HelpDesk at 1-800-387-5765, press 4, or by e-mail to helpdesk@sols.org. You can also fill in an online query form on the HelpDesk section of the SOLS website at <http://www.sols.org/resourcesharing/helpdesk/index.htm>

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3. ONTARIO PUBLIC LIBRARY WEEK CELEBRATIONS 2005

On behalf of the Federation, the Ministry of Culture has posted the following information about the Ontario Public Library Week on their website at <http://www.culture.gov.on.ca/english/culdiv/library/oplw.htm>. There is a link to this page from the main SOLS web page at www.sols.org. Please note that the posters and bookmarks are being distributed by staff from the Ontario Library Service-North office in Sudbury. The materials are being shipped by Express Post and should arrive in most libraries by the end of this week or the first week of October.

"The Ontario Public Library Week theme for 2005 is "Destination Imagination" and posters and bookmarks will be distributed to Ontario public libraries in September.

Ontario Public Library Week 2005 will be twice as much fun since it coincides with Canadian Library Week. For information about Canadian Library Week's theme, promotional materials and activities, please visit the Canadian Library Association's website at <http://www.cla.ca/clw/index.htm>.

An annual fall event, Ontario Public Library Week was first announced by the province in 1985

and has since become the focus for promoting public library services in Ontario.

A strong library system is the cornerstone of a strong community. Ontario Public Library Week recognizes the important contribution Ontario's public libraries make to education, literacy and life-long learning in Ontario communities. With more than 1,100 service points throughout Ontario, public libraries' patrons have access to over 106 million items and get answers to over 10 million reference questions and make over 66 million visits to local libraries across Ontario annually. And now virtually every library branch in the province also provides access to electronic information through the Internet.

Public libraries, dedicated librarians and devoted volunteers across the province are planning special activities to mark Ontario Public Library Week 2005. So, drive your imagination and check-out your library destination at
<http://www.culture.gov.on.ca/english/culdiv/library/oplweb.htm>

4. FUNDING OPPORTUNITY

This is a one time funding opportunity for up to 25 groups of youth to apply for up to \$1500 to PLAY (Plan Leisure Activities for Youth – ages 13 to 19 years). Do It Yourself is brought to you by the Play Works Partnership, with support from the Laidlaw Foundation, the Ontario Trillium Foundation and the Ontario Ministry of Health Promotion.

For the Do It Yourself brochure, visit www.playworkspartnership.ca/pdf/DIYbrochure.pdf. For the online application, go to www.playworkspartnership.ca/index.cfm?fuseaction=Impacts.Main and click on the DIY application form at the bottom of the page.

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5. LIBRARY COMMITTEE MEETINGS

SOLS provides an opportunity for library staff members to meet and discuss issues of common interest. Committee meetings of area libraries often involve a special clinic on a particular area of interest. This Fall, the clinic will revolve around collection development information. Information about the meetings, including an agenda for each meeting, is posted on the SOLS Web site at <http://www.sols.org/librarydev/networking/librarycommittee/index.htm>.

While one has already taken place, the remaining dates and locations are as follows:

Peterborough - Monday, October 3, 2005 at the Havelock branch of the Havelock-Belmont-Methuen Public Library. Meeting from 10am to 12:30 and OPL Guidelines (Services and Resources) Clinic from 1:30pm to 3:30pm

Saugeen - Monday, October 3, 2005 at the Shelburne Public Library. Meeting from 10am to noon and OPL Guidelines (Services and Resources) Clinic from 1pm to 3pm.

Lanark - Tuesday, October 4, 2005 at the Carleton Place Public Library. OPL Guidelines (Services and Resources) Clinic from 10am to 12:30pm and Meeting from 1:30pm to 3:30pm

Simcoe/Muskoka District – Wednesday, October 12, 2005 at the Stayner branch of the Clearview Public Library. Meeting from 10am to noon and OPL Guidelines (Services

and Resources) Clinic from 1pm to 3pm.

Renfrew County - Thursday, October 13, 2005 at the Pembroke Public Library. OPL Guidelines (Services and Resources) Clinic from 10am to 12:30pm and Meeting from 1:30pm to 3:30pm **Note: New location**

Escarment – Monday, October 17, 2005 –at the Hagersville branch of the Haldimand County Public Library - Meeting from 10am to noon and OPL Guidelines (Services and Resources) Clinic from 1pm to 3pm

Leeds and Grenville - Wednesday, October 26, 2005 at the Prescott Public Library. OPL Guidelines (Services and Resources) Clinic from 10am to noon and Meeting from 1pm to 3pm

Prescott-Russell (Comité des services en français) - Lundi, le 7 novembre, 2005. Lefavire Branch, Alfred-Plantagenet PL/ Bibl. pub. du canton d'Alfred-Plantagenet - Succ. de Lefavire. Atelier : **9:30h à 1200h** Lignes directrices: Services et ressources Réunion: 13h30 à 15h30 **[nouvelle date]**

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6. TRUSTEE COUNCIL MEETINGS - scheduled for October-November 2005

Trustee Councils meet twice a year and all public library boards may send a representative. While all appointed trustee council representatives will receive a print mailing of the agenda, the dates of the upcoming meetings, in chronological order, are as follows. Further information is posted under "Networking Opportunities" at <http://www.sols.org/librarydev/networking/trustee councils/index.htm>

Escarment Trustee Council meeting, Monday, October 24, 2005 from 6pm to 9pm, Welland Public Library

Trustee Council meeting, area 3, Monday, October 24, 2005, from 6pm to 9pm, Hanover Public Library

Trustee Council meeting, area 1, Saturday, October 29, 2005 from 10am to 1pm, Middlesex County Public Library - Dorchester branch

Trustee Council meeting, area 5, Saturday, October 29, 2005 from 10am to 1pm, Whitby Public Library

Trustee Council meeting, area 8, Saturday, October 29, 2005 from 10am to 1pm, Ottawa Public Library - Stittsville branch

Trustee Council meeting, area 4, Saturday, November 5, 2005 from 10am to 1pm, Barrie Public Library

Trustee Council meeting, area 6, Saturday, November 5, 2005 from 10am to 1pm, County of Prince Edward Public Library - Wellington branch

Trustee Council meeting, area 7, Saturday, November 5, 2005 from 10am to 1pm, Arnprior Public Library. An informal session on fundraising will take place after the meeting and lunch, from 1:30pm to 3:30pm, led by SOLS Funding Consultant, Rob Lavery.

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7. SOLS TRAINING WORKSHOPS HIGHLIGHTS

a) One workshop highlights SOLS' New Approach to Strategic Planning Assistance

Over the past year, SOLS' consulting staff have been refining the strategic planning process we use with public libraries, and developing new resources to assist at various stages of the planning process. Whereas, in the past, we placed a great deal of emphasis on community and in-house surveys, now we have redefined the information-gathering phase as a broader and multi-faceted scan of the entire community served, as well as the library and its current users. This broad-based scan of community and library characteristics, trends and issues, known as a Situational Analysis, gives the Library Board a firm foundation upon which to plan and build a successful future. This fall, SOLS consultant Anne Marie Madziak will present the resources and methodologies of conducting a thorough Situational Analysis through a series of workshops entitled "Know Where You Are: Understanding Your Library's Current Reality by Means of a Situational Analysis".

Many of the SOLS resources are already in use by a number of libraries and are receiving considerable positive feedback. Rona O'Banion, CEO of Wainfleet Township Public Library, has this to say about the Library Profile Worksheet: "As a new CEO, I found the Library Profile Worksheet to be an invaluable tool. It allowed me to quickly evaluate all aspects of library services, including the facility itself and helped me determine what areas required immediate attention."

Barry Dempster, Chair of the East Gwillimbury Public Library Board, gives the following endorsement: "SOLS' new broad-based situational analysis to planning seems a much better way to go than the old survey results, especially given the quality tools you've provided to assist each step of the way."

More information on the registration for this workshop is shown in the next section under the heading for **Workshop #5**.

b) Workshop to Focus on Service to Teens

This fall, SOLS is offering a workshop on "Service to Teens in Public Libraries". Our presenter for this workshop is Lisa Hegrum. Lisa has been serving teenagers in public libraries for over 10 years and is currently the Youth Collections Librarian at the Toronto Public Library. She is a certified YALSA "Serving the Underserved" trainer, and has presented at numerous library conferences. Lisa recently completed her five-year term on the *CLA Young Adult Canadian Book Award Committee*. She won the inaugural OPLA Leadership in Youth Services Award, and she is editing an anthology of short stories about adolescence that will be published by Orca Book Publishers in 2006.

This will be an interactive workshop, covering many aspects of teen services librarianship, including adolescent development, advisory groups, collections, booktalking, intellectual freedom, programming and behaviour management. In this workshop, among other topics, our presenter will speak to teen services philosophy and staff training, provide a profile of adolescents, and discuss collection development trends and teen programming examples from Toronto and Pickering Public Libraries. This workshop will be of interest to libraries building their teen services or to library staff currently responsible for teen services. More information on the registration for this workshop is shown in the next section under the heading for **Workshop #4**.

8. SOLS TRAINING WORKSHOPS IN FALL 2005 - register now

Complete training information is available at <http://www.sols.org/training/workshops/index.html>. This will take you to electronic registration forms and maps for all training. Please note that the

remaining workshops for Workshop #2 - "Murder in the Stacks" at Ottawa and London are now both full.

Workshop No.1 - "Community Outreach: The library and its community"

The library's raison d'être is to provide the best service possible to its community. Yet to be a dynamic, involved service provider it is not enough to open the doors and wait for your community to find you. You must reach out, connect and facilitate a communication process that allows you to be the first place of contact for all community issues. You must be creative and proactive and be a customer-focused organization that encourages partnerships within your community that will work in unison for the greatest mutual benefit. While two workshops have already taken place, the two remaining workshop locations and dates are as follows:

Workshop Locations and Dates

Grimsby Public Library – The Gallery, Wednesday, October 26, 2005, from 1pm to 4pm
Woodstock Public Library, Tuesday, November 15, 2005, from 1pm to 4pm

Workshop No.3 - "Managing Stress in the workplace: Resiliency skills for you and your staff"

Developing resiliency skills benefits everyone, even managers! Productivity increases, communications are smoother, conflicts are reduced, calories are lost, stress levels fall and teamwork takes off! This session will help you to develop your personal resilience skills and help you create an environment where your staff can more effectively handle working in this age of "permanent white waters" with its ever increasing workload and rate of change. For this event, the Ajax PL location on Tuesday, October 4, 2005, will proceed, however, the workshops originally scheduled for Brampton and London have been cancelled.

Workshop Locations and Dates

Ajax Public Library, Main, Tuesday, October 4, 2005 from noon to 4pm

Workshop No.4 - "Service to Teens in Public Libraries"

In this workshop, among other topics, our presenter will speak to teen services philosophy and staff training, provide a profile of adolescents, and discuss collection development trends and teen programming examples from Toronto and Pickering Public Libraries. This workshop will be of interest to libraries building their teen services or to library staff currently responsible for teen services.

Workshop Locations and Dates

Whitby Public Library, Monday, October 24, 2005 from 10am to 4pm
FULL Barrie Public Library, Main, Monday, November 7, 2005 from 10am to 4pm
Ottawa Public Library, Stittsville Branch, Monday, November 21, 2005 from 10am to 4pm
Huron County Public Library, Wingham Branch, Monday, November 28, 2005 from 10am to 4pm

Workshop No.5 - "Know Where You Are: Understanding your library's current reality by means of a Situational Analysis"

It is important for public libraries to periodically undertake an analysis of their current situation with regards to the development and delivery of library service. While sometimes referred to as a needs assessment, this work of investigating in order to understand the library's current situation is also known as a Situational Analysis. A Situational Analysis results in a collective understanding of the current reality, on the part of Board and staff. This collective

understanding is a crucial step in any formal planning process, and is a worthwhile activity in its own right. This workshop will present an approach to conducting a broad-based Situational Analysis that includes gathering and making sense of information on the library's current programs and services, the library's mission and values, the community served by the library, feedback from current library users, and forces from the external environment.

Workshop Locations and Dates

Ramara Township Public Library, Atherley Branch, Thursday, November 10, 2005 from 1pm to 4pm

Cobourg Public Library, Thursday, November 17, 2005 from 1pm to 4pm

North Grenville Public Library, Friday, November 18, 2005 from 1pm to 4pm

St. Catharines Public Library, Tuesday, November 22, 2005 from 1pm to 4pm

Stratford Public Library, Friday, November 25, 2005 from 1pm to 4pm

Workshop No. 6 – “Opening Doors to Children: Reading, Media and Public Library Use by Children in Six Canadian Cities - A presentation of the research and a discussion of the implications for library services to children”

Our presenter, Ken Setterington, Children and Youth Advocate for Library Services and Opening Doors to Children: Reading, Media and Public Library Use by Children in Six Canadian Cities, will present an overview of the findings from this in-depth study of library services to children. Following the presentation, Ken will conduct a discussion of possible implications for library services. Armed with current research, how do we adapt our current services? What strategies could be developed to enhance class visits, collection development, library websites and library promotion? What can we do to enhance boy's enjoyment of the library? If children come to the library with adults – where should we put our marketing efforts? How do we empower children on a regular basis? These are just a few of the questions that will be discussed.

Workshop Locations and Dates

1 spot left Thursday, November 10, 2005, 1pm to 4pm, London Public Library - Masonville branch

Thursday, November 17, 2005, 1pm to 4pm, Barrie Public Library - Main

Thursday, December 8, 2005, 1pm to 4pm, Clarington Public Library - Bowmanville branch

9. TWO ADDITIONS TO THE WEBSITE

SOLS maintains a clearinghouse of information of interest to public libraries. One addition this month is a link to the Guidelines for Rural/Urban Public Library Systems 2005, as posted by the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO). These guidelines are not stand-alone guidelines but build on, and are supplementary to, the *Ontario Public Library Guidelines (Third Edition)*. A link to this document can be found on the Accreditation page of the Clearinghouse under General Resources at <http://www.sols.org/links/clearinghouse/accreditation/index.htm>

In the "Marketing Resources" section of the Clearinghouse, we have added a link to library awareness campaign sponsored by the Alliance Library System. This is a regional organization consisting of academic, public, school, and special libraries in Illinois. One of the campaigns is a blue wristband with the words "Libraries Matter". The link on the SOLS website is <http://www.sols.org/links/clearinghouse/marketing/index.htm>. The direct link to this materials is "Why Libraries Matter" at <http://www.librariesmatter.com/>

10. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute *Signal*. Several times through the month, you may also receive other messages from SOLS. This month, the following messages were sent:

- On September 23rd, Laurey Gillies sent a message about more staff changes at SOLS.
"I am writing to notify you that Bill Mitchell's position as Director of Library Development has been eliminated and Bill is leaving SOLS as of today. Bill joined SOLS almost three years ago and brought with him a wealth of library and architecture experience. His role at SOLS included managing the Library Development Division and acting as a library consultant on space and building projects. We are very sorry to lose Bill and wish him the very best. Once again, thank you for your support through these difficult times. I will continue to keep you posted."
- On September 8th, Brenda Lewis provided information on a COOL offering for Britannica Online. The deadline for registration was the 22nd of September
- On September 19th, Brenda Lewis provided information on a COOL offering for World Book Online. This offer is for both renewing libraries and new subscribers, and is only valid if you register through COOL. The deadline for registration is Thursday, September 29th.

If you did not receive these messages, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to helpdesk@sols.org

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All issues of SIGNAL can be viewed online at <http://www.sols.org/librarydev/publications/Signal/index.htm>. However, if anyone would like to receive the e-mail version of this newsletter, please send a message to signal@sols.org . You can reach the editor of SIGNAL at signal@sols.org or by telephone at 1-866-380-9767.

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